



🕒 20 March 2020, 14:00 (CET)

An important message from our CEO, Kristof Vereenooghe

To all of our EVBox customers,

We are living in challenging times. The spread of the coronavirus (COVID-19) is impacting everyone—our employees, partners, customers, suppliers—not to mention the friends and families of each and every one of us. This has a profound effect on our daily lives—but also brings unexpected moments of kindness, collaboration, and respect toward one another.

Given the current developments in all countries that EVBox is active in, I would like to personally address you to explain the exceptional measures we have taken to guarantee both your safety and that of our team. These measures are being taken to ensure we can do business in the safest way while still effectively doing our part to help establish a zero-emission future.

Your health comes first

Our priority, as it has always been, is the health and safety of our staff, suppliers, and customers. In response to this pandemic, we have established even stricter hygiene and safety rules in all of our offices and factories across the world.

We strongly encourage and promote this via our channels—so everyone is aware of the sanitary regulations set up by the [World Health Organization \(WHO\)](#), as well as national and local authorities to help contain the spread of the coronavirus.

Furthermore, we have carefully implemented safety procedures, and are taking necessary precautions to keep our employees and their families safe by having all of our 600+ employees work remotely. They will still be able to engage with you and each other digitally, and our cloud strategy has helped greatly with this initiative. This way, we can remain fully committed to assisting our customers throughout the world with reliable charging solutions.

I also want to take this opportunity to deeply thank and pay respect to the millions of dedicated healthcare professionals around the world that are fulfilling such vital roles during these times.

We'll support you wherever you are

Due to the coronavirus outbreak, many, if not all businesses are facing unforeseen and unprecedented challenges that we are compelled to overcome. I'm reaching out to also make you aware that the pandemic is having a significant impact on the ability of our workforce and partners to provide their usual support and field services. However, we have been able to make changes in the way field engineers in certain regions provide on-site support and services.

Such measures include ensuring that there is no direct contact with customers, and that only sanitized materials and tools are used. These measures are clearly communicated with customers so that they are adequately informed on the extra steps that are taken during on-site scheduling and risks assessment. Where on-site assistance is not required, our support team will be ready to help you remotely.

We'll continue to develop our charging solutions

Our teams across the globe have been fully mobilized to work from home—though in exceptional cases, some have stayed working at our labs to continue the development of our new generation of charging solutions. As the eMobility industry continues to grow, the need for reliable, smart, and easy-to-use charging infrastructure continues to keep pace. It is up to us to continue to meet this demand.

We'll continue to bring new charging solutions to the market throughout 2020 and beyond so we can meet our customers' expectations. We'll also continue to monitor the repercussions of the current pandemic on our supply chain so that we can provide our customers and partners with transparent and proactive updates on their deliveries.

On behalf of the entire team at EVBox and Everon, I thank you for your continued support and remind you that we'll be here for you every step of the way.

Wishing you good health,

Kristof Vereenooghe

CEO EVBox Group

www.evbox.com

ABOUT EVBOX

EVBox drives sustainable mobility by providing smart and scalable charging infrastructure and charging management software to electric vehicles around the world. Powered by ENGIE, EVBox has placed over 115,000 charging points across more than 55 countries. With residential, commercial, public, and fast-charging solutions, EVBox is helping to build a future where everyday transport is emission-free. For more information, visit evbox.com.



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